



Basis for Debt Rejection

DMS cannot begin collection action on debts from a specific referring agency's program area in which it does not have an Agency Profile Form (step 5). The DMS point of contact for the agency will call the agency to get resolution.

DMS may reject a batch of referred debts for the following reasons:

- ***missing certification.*** In this case, the agency will be contacted and asked to provide the certification.
- ***missing data entry forms.*** In this case, the batch of referred debts will be returned to the agency until such time as the agency sends in proper data entry forms.
- ***excessive problems with data transmission.*** If more than 40% of the agency's debts in a given transmission do not process, for whatever reason, then the entire transmission will be rejected.

DMS may reject individual debts for the following reasons:

- ***missing mandatory data elements.***
- ***total debt referred does not equal the components (i.e., principal + interest + administrative costs + penalty)***
- ***the debtor is deceased.***
- ***the debtor is in bankruptcy.***
- ***the debtor is a Federal agency.***
- ***the debtor resides outside the U.S. or its territories.****
- ***the case/account is in foreclosure.***
- ***the case/account is in litigation.***

DMS staff may contact the agency-designated representative to obtain missing mandatory data elements or get corrected dollar amounts. If the agency contact cannot resolve the matter within a day, then the debt in question will be returned to the agency. *DMS' goal is to work with the agency to minimize rejections for any reason and will contact the agency when it believes a phone call is all that is needed to resolve an issue.*

* An agency may contact a DMS Agency Specialist for special consideration for the manual input of these debts.



Reporting Results

- DMS transmits collections, minus fees, weekly via OPAC to the ALC provided by the agency. To coincide with the OPAC transmission, DMS faxes the “OPAC Report” which provides supporting documentation for the OPAC transmission. This report is sent to the agency-designated OPAC contact (see step 5). A copy of the OPAC Disbursement Screen and the OPAC Report follows in this section.

Questions regarding the content of the OPAC should be addressed to Kenneth Kline (202) 874-7392 of the DMSC Systems Branch.

- The standard monthly reporting package is generated at the end of each month and mailed within the first week of the following month. This package includes:

New Debt Report

Debt Financial Activity Report

A summary of the content of each of these reports and a sample copy of each report follow in this section. Other reports, such as a debt history, collection activity, and financial transaction detail reports, are available at agency request.

- For general questions or requests regarding reports, please contact Suzanne Thomas or Larry Phelps on 202-874-6243/ 6548.

DEPARTMENT OF THE TREASURY
FINANCIAL MANAGEMENT SERVICE
Debt Management Services Action Form

Date: _____

Agency: _____

Agency Contact: _____

Facsimile # _____

Debtor: _____

Agency Case Number: _____

DMSC Debt # _____

Amount: _____

☐ **REQUEST AGENCY CONCURRENCE**

- ☐ Debt Management Services (DMS) is ready to return this debt to your agency. The debt is either uncollectible or has been compromised for an amount over \$600.00. Do you want DMS to report the unpaid balance to the Internal Revenue Service on IRS FORM 1099-C? () Yes () No (*Sign and date below*)

☐ **DOJ REFERRAL** (*Sign and date below*)

Case will be referred to the Department of Justice (DOJ) for:

- () Initiation of litigation
() Post Judgment enforcement

☐ **REPAYMENT/COMPROMISE OFFER** (*Sign and date below*)

() The debtor wishes to enter into a repayment agreement. The debtor offers full payment with a down payment of \$_____, and monthly installment payments of \$_____.

() The debtor wishes to enter into a compromise that requires agency approval. The debtor offers \$_____ to settle the debt in full. Payment will be made as follows: \$_____ and monthly installment payments of \$_____.

Comments: _____

☐ **REQUEST FOR ADDITIONAL INFORMATION**

- () The most recent address/phone number of debtor
() A detailed explanation of the debt
() Copies of the debtor's file
() Copy of actual bill/invoice
() Referred to Tax Refund Offset Program (TROP) or Treasury Offset Program (TOP) before referral to DMS?
() Name of beneficiary and date of death
() Overpayment caused by () check? () EFT?
() Name and Address of Financial Institution and account number to which the direct deposit payment was made.
() Other _____

☐ **RETURN TO AGENCY**

- () The debt was compromised and paid or debt was paid in full on _____. (See OPAC report.)
() The debtor has entered into Chapter _____ bankruptcy. (See attached bankruptcy petition)
() The debt was paid prior to receipt by DMS. (See attached)
() The debtor is deceased. File "Proof Of Claim" with the estate. (See attached).
() Per your request
() The debt is uncollectible for the following reasons:
() Debtor is indigent/unable to pay. No known assets. *
() Debtor is out of business. No known assets. *
() Unable to locate or unable to contact. *
() Debtor is incarcerated, no assets (See attached) *
() Debtor is deceased. Estate closed and no assets. (See attached).
() Does not meet minimum amount for PCA/DOJ referral or Statute Of Limitations prevents further collection.
() No Taxpayer Identification Number (TIN) available for referral to the Treasury Offset Program (TOP).
() Private Collection Agency (PCA) unable to collect. *
() Debt was discharged in bankruptcy (See attached).
() Other: _____

* May be eligible for 1099-C reporting

Additional Debtor Information (*If changed since debt referral*)

- () Debtor's Current Address: _____
() Debtor's Current Phone # _____
() Debtor's TIN: _____

DMS Contact Name: _____

Agency Decision (*if requested*):

() Agree with proposed action

() Disagree with proposed action

() Comment _____

Phone: _____ Fax: _____

Supervisory Signature: _____

Agency Signature _____

Date: _____

The *Contact Validation* box will appear so the user can validate the current contact information.

OPAC Disbursement Screen

Contact Janet Harper

Tel. No. 202-874-5709

Customer ALC (Agency’s ALC)

Amount (Net Disbursement)

ACL/CD

Oblig. Doc. No.

Purchase Order No.

Invoice No.

JAS No.

CLIN

Pay Flag

Quantity

0 Unit Price 0.00

Extd Price

0.00

Unit Issue

App/Sym (Agency may designate account)

Description Info: (4 lines, 80 characters with scroll)

DMS Cross-Servicing

Agency: _____

Bureau: _____

Refer to DMSC Agency OPAC Summary and Detail Reports (month/day/year) for supporting detail.

Figure 12 OPAC Disbursement Screen



Agency OPAC Summary Report (Example)
(For 3/19/98)

Agency:
Bureau:
ALC:

OPAC Ref. ID: _____

Collections: \$88.00
Adjustments: \$0.00
DMS Fees: \$15.84
PCA Fees: \$0.00
TOP Fees: \$0.00
DOJ Fees: \$0.00
NCIF Fees: \$0.00
Net Transfer: \$72.16

Billing Agency: DMSC

ALC: xxxxxxxx

Contact Name: Debt Management Servicing Center (TRFM)

Phone: (888) 826-3127

The above Net Transfer amount represents debts collected on behalf of your agency by Debt Management Services, Financial Management Service. The attached listing provides a detailed breakdown of the debtor payments which support this transfer of funds to your agency. Should you have any questions regarding a payment, contact your agency liaison. Questions regarding the OPAC transfer itself should be made directly to the DMS OPAC point of contact.

Agency OPAC Detail Report - Collections (Example) (For 3/19/98)

Agency:

Bureau:

ALC:

Agency File ID: 1234F	Agency Debtor ID:	Program Code: FMS1
DMSC Debt ID: 98-xxxxxxx	Debtor Name: Doe Inc.	
Principal: \$71.98	DMS Fee: \$15.84	Post Date: 03/12/98
Interest: \$0.06	PCA Fees: \$0.00	Eff. Date: 03/09/98
Penalty: \$0.12	TOP Fees: \$0.00	
Admin Costs: \$0.00	DOJ Fees: \$0.00	Amount: \$88.00
Overage: \$0.00	NCIF Fees: \$0.00	Net Transfer: \$72.16

Agency File ID: 1234G	Agency Debtor ID:	Program Code: FMS1
DMSC Debt ID: 98-xxxxxxx	Debtor Name: Jane Doe	
Principal: \$80.50	DMS Fee: \$18.00	Post Date: 03/14/98
Interest: \$0.08	PCA Fees: \$0.00	Eff. Date: 03/12/98
Penalty: \$0.12	TOP Fees: \$0.00	
Admin Costs: \$1.30	DOJ Fees: \$0.00	Amount: \$100.00
Overage: \$0.00	NCIF Fees: \$0.00	Net Transfer: \$ 82.00

Subtotal - Collections

Principal:	\$152.48	DMS Fees:	\$33.84	Total No. of Transactions: 2
Interest:	\$0.14	PCA Fees:	\$0.00	
Penalty:	\$0.24	TOP Fees:	\$0.00	Total Amount: \$188.00
Admin Costs:	\$1.30	DOJ Fees:	\$0.00	
Overage:	\$0.00	NCIF Fees:	\$0.00	Net Transfer: \$154.16

New Debt Report

Purposes: (1) To provide cross-check against agency certification form; (2) To act as acknowledgment to agency of debts received and accepted.

Content: Listed by agency and bureau for a given period of time (usually monthly). In numeric order by DMSC Debt ID. Lists:

- the debt identifying number assigned by DMSC;
- the agency file identifying number;
- the debt balance at time of agency referral. This includes principal, interest, administrative costs assessed by the agency and penalty. It does not include the DMS fee.
- debtor name.

NEW CASE REPORT (EXAMPLE)

(For the Period 3/1/98 To 3/6/98)

AGENCY:

BUREAU:

DMSC Debt ID	Entry Method	Agency File ID	Initial Debt Balance	Debtor Name
98_XXXXXXX	Manual	123456	\$3,456.00	John E. Doe
98_XXXXXXX	Manual	123456	\$2,345.00	Jane E. Doe
98_XXXXXXX	Manual	123456	\$4,567.00	Doe Inc.
98_XXXXXXX	Manual	654321	\$5,980.00	Doe A. Deer
Total Debts Referred: 4		Total Amount: \$16,348.00		

Debt Financial Activity Report

Purposes: (1) To summarize financial activity for an agency/program; and (2) to provide information on DMSC for reconciliation purposes.

Content: Generated by dates and referring agency/program. Lists, by component,

- “Beginning Balance” = beginning balance as of the start date of the report.
- “New Referrals” = any new referrals by the agency during the reporting period. This will show only for principal, interest, administrative costs, and penalty.
- “Net Collections” = amounts collected over the reporting period, net of returned checks and other reversals.
- “Net Accruals” = accruals over the reporting period of adjustments. This will show only for principal, interest, administrative costs, and penalty.
- “Net Adjustments” = reflects adjustment not attributable to bad checks, payments, or incorrect debt transactions.
- “Returned to Agency” = reflects amounts for debts returned to agency.
- “Ending Balance” = reflects inventory balance of accounts at DMS.

Financial Activity Report

(For The Period 03/01/98 To 03/31/98)

For:

Component	Beginning Balance	New Referrals	Net Collections	Net Accruals	Net Adjustments	Net DOJ Activity	Returned to Agency	Ending Balance
Principal	\$8,688.85	\$754.50	\$383.22		(\$22.38)	\$0.00	\$1,611.50	\$7,426.25
Financing Int	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Additional Int	\$165.44	\$8.72	\$9.59	\$0.00	\$0.00	\$0.00	\$16.27	\$148.30
Admin Costs	\$1,560.00	\$180.00	\$140.00	\$0.00	\$0.00	\$0.00	\$280.00	\$1,320.00
Penalty	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
DMS Fee	\$340.00		\$99.33		\$1,525.81	\$0.00	\$343.40	\$1,422.74
PCA Fee	\$246.53		\$0.00		\$29.53	\$0.00	\$0.00	\$276.08
TOP Fee	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
NCIF Fee	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
Overage	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
DOJ	\$0.00		\$0.00		\$0.00	\$0.00	\$0.00	\$0.00
Total	\$11,001.08	\$943.22	\$623.74	\$0.00	\$1,532.96	\$0.00	\$2,251.17	\$10,593.37

Beginning Debt Count At DMSC: 78
 New Referrals To DMSC: 9
 Debts Returned To Agency In The Period: 15

Beginning Debt Count At DOJ: 0
 Debts Referred To DOJ In The Period: 0
 Debts Returned From DOJ In The Period: 0

Total Ending Debt Count At DMSC: 72
 Total Ending Debt Count At DOJ: 0